

Job posting preview

Bulletin Number	45111BR
Type of Recruitment	Open Competitive Job Opportunity
Department	Human Resources Countywide Exams
Position Title	CONSUMER AFFAIRS REPRESENTATIVE II
Rebulletin Information	<p>This announcement is a rebulletin to re-open the filing period and update salary information. This bulletin supersedes the bulletin posted on October 20, 2014.</p> <p>Persons who have already applied need not reapply, but may submit additional information by the last day of filing. The information must include your name, the correct examination title and number.</p>
Exam Number	R1663D
Filing Type	Open Continuous
Filing Start Date	01/13/2015
Salary Type	Monthly
Salary Minimum	3573.00
Salary Maximum	4679.00
Benefits Information	<p>Represented Employees</p> <p>• Cafeteria Benefit Plan • Contributory Defined Benefit Retirement Plan • Matched Deferred Compensation & Thrift Plans • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules</p>
Position/Program Information	<p>Investigates, mediates and resolves routine consumer affairs complaints and disputes, and provides information and counseling to the public on all consumer complaints or small claims court procedures. Positions allocable to this class receive general supervision and are responsible for providing information and counseling to the public on a variety of consumer service related matters, including real estate, small claims court procedures, dispute resolution, and other consumer related service programs. Incumbents investigate, conciliate, mediate and resolve complaints on all routine consumer affairs matters. Positions assigned to the small claims advisory functions provide counseling service to individuals on small claims court procedures, legal statutes and rules of the court. Incumbents provide technical assistance in filling out court forms, respond to routine oral and written inquiries concerning the small claims process, make appropriate referrals to other agencies, provide information about the consumer protection statutes underlying small claims disputes, may research small claims court statutes, rules and regulations, and may staff a branch office as required.</p>

APPLICANTS WILL BE ACCEPTED STARTING TUESDAY, JANUARY 13, 2015 AT 8:00 A.M.

FILING WILL BE SUSPENDED AFTER THE FIRST 50 APPLICATIONS ARE RECEIVED OR BY FRIDAY, JANUARY 16, 2015, WHICHEVER OCCURS FIRST.

Essential Job Functions

THE EXAM WILL REOPEN AS THE NEEDS OF THE SERVICE REQUIRE.

Provides counseling and information to consumers, property owners, litigants, disputants, business representatives and others on consumer laws, real estate matters, small claims court procedures, and public agency resources.

Gathers pertinent information and supporting documents needed to evaluate the merits of complaints and to investigate and resolve consumer complaints.

Reviews complainant's charges and allegations of misrepresentations of consumer products and services, unfair, unethical, or deceptive business practices, and other alleged violations of consumer protection laws and regulations in order to verify the accuracy of charges and allegations.

Mediates complaints and disputes between consumers, businesses, and others providing products and services to the public in an attempt to arrive at a resolution or settlement of differences on a variety of consumer related service matters.

Interviews consumers, litigants and disputants to ascertain factual information concerning their inquiry, complaint or claim and provides counseling, accepts complaints, or makes referrals as appropriate.

Assists in the investigation of illegal business practices and the preparation of detailed written investigative reports and complainant statements for use by prosecuting agencies.

Assists the public in completing forms for consumer related services.

Researches the statutes, rules, and regulations governing consumer related services.

Screens and codes consumer complaints; accepts and reviews consumer complaints for investigation, refers complaints to the appropriate agency, and prepares correspondence concerning the complaint.

Reviews correspondence from consumers, businesses, litigants and disputants to determine if their action has brought a complaint or dispute to resolution. Contacts the parties to obtain additional information or verify resolution of a complaint or dispute.

Conducts field investigations concerning consumer complaint matters.

Maintains records of investigation, conciliation and mediation activities and prepares correspondence and reports as necessary.

Researches public records and other data sources as necessary to assist the public or to collect information on the status and activities of specific businesses.

Investigates illegal business practices and prepares detailed written investigative reports and complainant statements for use by prosecuting agencies.

Assists lower level incumbents or volunteers in providing service to the public.

Assists in the development and dissemination of printed information materials.

Attends community events and makes presentations concerning consumer affairs matters and department programs to consumers, property owners, litigants, disputants, businesses, civic, and other concerned groups.

Maintains records of contacts with the public and tabulates statistics as needed.

Staffs a branch office as needed.

Requirements

Selection Requirements:

Option I: Six (6) months of experience in the County of Los Angeles as a Consumer Affairs Representative I*.

Option II: One (1) year of paid or unpaid experience assisting the public in a consumer protection agency.

Option III: Graduation from an accredited** four year college or university with a Bachelor's degree in Consumer Science, Home Economics, Administration of Justice, Political Science, Law, Public Administration, or related fields.

Option IV: Graduation from an accredited** paralegal program.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Special
Requirement
Information**

*To qualify under option I, applicants MUST have County status in this class, as evidenced by holding or having held such payroll title.

**In order to qualify under Option III or IV, you MUST include a legible copy of the official diploma, official transcripts, official letter, or certificate of completion from the accredited institution which shows the area of specialization with your application or within fifteen (15) calendar days from application submission.

**Accreditation
Information**

Accreditation: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

**Examination
Content**

Candidates whose applications are accepted may be invited to any part of the examination process via email. Therefore, please provide and include your correct email address when completing your online employment application.

This examination will consist of two (2) parts:

Part I: A written test weighted at 50%. The written test will consist of two (2) sections.

Section 1: A Broad-Based Employment Skills Test (B-BEST) weighted 30% that will assess written expression, reading comprehension, data analysis and decision making.

Section 2: A computerized Work Styles Assessment weighted 20% that will assess achievement and orientation, conscientiousness, customer service potential, customer focus, dependability, and retention.

THE WRITTEN TEST IS NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

NOTE: Applicants who have taken the identical written tests for other exams within the last twelve (12) months will have their written test scores for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Upon acceptance of your online application, your score will be transferred to the new examination, and you may not be allowed to re-take any identical test part(s) for at least twelve (12) months.

Only those candidates who pass the written test will be eligible to proceed to Part II, the structured interview. Candidates who are unsuccessful on the written test will be notified by mail.

Part II: A structured interview weighted 50% that will assess professional/technical knowledge; the ability to establish and maintain positive working relationships; oral communication skills; the ability to make oral presentations; ethics; adaptability; planning; continual learning; and training.

Candidates must achieve a passing score of 70% on both assessments (i.e., the written test and structured interview) in order to be placed on the eligible register.

Special Information Study guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/>. Please click on Job Info Center, then click on Employment Test Preparation.

You can also access practice tests for the computerized version of the test by going to the following website: http://www.shldirect.com/practice_tests.html

While the test study guides will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

Vacancy Information The eligible register resulting from this examination will be used to fill vacancies in the Department of Consumer Affairs, as they occur.

Eligibility Information Applications will be processed on an as-received basis and promulgated to the eligible register accordingly.

The names of the candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

No person may compete in this examination more than once every twelve (12)

	<u>months.</u>
Available Shift	Any
Application and Filing Information	APPLICATIONS MUST BE FILED ONLINE ONLY. APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.

INSTRUCTIONS FOR FILING ONLINE: Apply online by clicking the tab that reads "Apply to Job". You can also track the status of your application using this system. Any required documents must be submitted within fifteen (15) calendar days from application submission. We must receive your application and additional documents, if any, by the time filing closes.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the **Selection Requirements**. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete, it will be rejected.

SOCIAL SECURITY NUMBER: All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e., 000-00-0000, 111-11-1111, etc.) will not complete your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:
For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORDS:
All applicants must file their application online using their own user ID and password. Using a family member's or friend's user ID and password may erase a candidate's original application record.

County of Los Angeles Information	View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:
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[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

	The County will make reasonable accommodations.
Department Contact Name	Annie Wong
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ADA Coordinator Phone	213-738-2037
Teletype Phone	800-899-4099
California Relay Services Phone	800-735-2922
Job Field	General Government Services/Other
Job Type	Paraprofessional